



Safety, Reliability and Quality Assurance

JSC's management system is certified for both quality and safety by recognized accreditation authorities.

These certifications demonstrate JSC's commitment to deliver value to taxpayers, and to ensure the safety of its workforce.

As NASA works in the 21st century, safety and health, both on and off the job, have been designated as our highest priorities and core values.

When you come to JSC, you quickly realize that the success of every mission starts with safety. Being in the business of human exploration of space, we realize the challenges and risks associated with exploration, operating the space shuttle and building the International Space Station. We are willing to accept risks, but only in an informed manner, and we are unwilling to compromise the safety and health of our people and property or do harm to our environment.

JSC's Safety, Reliability and Quality Assurance (SR&QA) organization plays a vital and highly visible role in assuring the safety of our people and hardware, both on the ground and on orbit. SR&QA is responsible for providing engineering and analytical support to the space shuttle, the International Space Station and evolving new programs such as the X-38, robotics and Lunar Mars exploration. The SR&QA team provides expertise in the areas of safety, reliability and maintainability engineering, quality engineering and inspection, software quality and independent assurance, failure analysis, electric/electronic analysis, pressure system analysis, and ISO 9000 implementation.

Our ongoing success in all areas of spaceflight can only be achieved with the active participation of all of our people. Our goal is to achieve zero mishaps in the workplace. We are committed to reducing mishaps by strengthening our routine safety and health principles so that our daily decisions at work and at home consider safety and health first.

Voluntary Protection Program

Only 600 companies in the country have earned the VPP Star work site designation, the Occupational Safety and Health Administration's (OSHA) most prestigious award. In 1999, JSC became the first federal facility to earn both the Voluntary Protection Program (VPP) Star work site status and ISO 9001 certification. In December 2001, the White Sands Test Facility earned their "Star" demonstrating that their safety and health program is among the best in the nation.

VPP Star work site status represents the participation, dedication and sustained effort of every civil servant and contractor employee at JSC. Earning Star status was and continues to be an enormous challenge, but with it comes fewer injuries and mishaps, lower operating costs and higher productivity. In July of this year, OSHA will return to JSC to recertify the facility as a Star work site.

Since adopting VPP practices, JSC has seen an increase in employee participation in the safety program, resulting in keeping more of our people safe and working. Any injury, whether it occurs on the job or at home, represents valuable time and experience lost. Every employee is involved in day-to-day safety activities, including safety walkthroughs, close-call reporting, hazard recognition and control, and workplace inspections. VPP has fostered a renewed sense of cooperation and common concern among all of our people.





In April, JSC will host hundreds of participants at the NASA VPP Conference of Stars to share best practices and innovations with other NASA Centers and their contractors. The effort required to host such a gathering is indicative of JSC's dedication to helping others stay safe and healthy.

International Organization for Standardization

International Organization for Standardization (ISO) is a quality management certification system based on customer and employee involvement, measurement and continual improvement. It is a highly prized and sought after certification recognized by government and industry leaders.

JSC was the first federal installation to receive the Quality Management System (QMS) to the recently approved ISO 9001:2000. This registration follows intensive preparation at JSC and a three-day on-site inspection by independent auditors from National Quality Assurance, USA (NQA). This recognition places JSC among the leaders in quality management, not only within NASA, but also throughout government and across the aerospace industry.

NASA was the first federal agency to require and achieve ISO registration for all of its facilities. This gives us firm possession of the tool that, when used well, can improve even more the overall effectiveness of JSC. The QMS is an essential tool for continuous improvement to process efficiency that will enable us to lead the development of human spaceflight technologies in the future. JSC continues to use our QMS to foster the continual improvement of our processes, products and services.

We are also pleased to report that JSC is the only federal site that is both ISO 9001:2000 certified and recognized as a VPP "Star Site" by the OSHA. OSHA granted the Center VPP Star status in May 1999. JSC received its initial certification to ISO 9001 in April 1998, establishing itself as the first NASA field Center to be so registered at the time.



The JSC Receiving and Inspection Test Facility

The JSC Receiving and Inspection Test Facility (RITF) provides exceptional laboratory testing and analysis experience and capability for the JSC NASA and contractor community in electrical, mechanical and chemical testing as well as in the area of workmanship skills training. RITF expertise and state-of-the-art equipment are applied to specialties such as metallic and nonmetallic testing, electrical component evaluation including failure analysis, destructive physical analysis, and electrical component screening. This laboratory provides full capability in testing and certification of wire to NASA standards. RITF also conducts classes in NASA workmanship and inspection standards for the majority of the personnel in the JSC area requiring such training. The RITF laboratory is ISO 9002 registered and is accredited through the American Association for Laboratory Accreditation (A2LA).



SR&QA is proud to be part of the team that helps assure safe and successful spaceflight. We look forward to demonstrating our continued commitment to a safe, healthy work and home environment by conducting the first Voluntary Protection Program Conference for the Agency in April and confirming our "Star" status with the Occupational Safety and Health Administration (OSHA).

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